

Common questions buyers have for BaseN Platform

#6

What level of technical support do you offer for your platform? Is it available 24/7?

We offer comprehensive engineering support, development resources, and 24x7 troubleshooting to our customers. With a follow-the-sun Service Operations Center (SOC) model staffed by experts, we ensure uninterrupted 24x7 operation and prompt fault management. The SOC collaborates with partner Tier 1 & 2 support centers and handles all escalations. BaseN Qualified Engineers (BQE) in the SOC provide third-level support. We further actively monitor service desk performance for customer satisfaction.

#7

What are the different pricing plans available?

The pricing for BaseN Platform service is determined by the number of committed transactions per second that the platform's data collectors handle, along with a base fee. Committed transactions are configured measurements and controls on the platform. You only incur costs when these committed measurements and controls are set up. A transaction refers to an individual measurement or control. Our Monthly Recurring Charge (MRC) is based on tiers of committed transactions. Different tiers are available, with tier increments defined in groups of thousands of transaction units. Additional One Time Charges (OTC) may apply at the start of a new project. *If you have specific pricing needs, talk to us and we'll work out to find a suitable solution for you.*

#8

Is there a trial period or demo available to evaluate the platform's suitability for our needs?

BaseN Platform is a digital solution that can be used as a whole or integrated with your systems using our universal APIs. We provide customized demo sessions tailored to your business needs. Instead of a trial period, our BaseN Platform offers standardized ready modules and interfaces, enabling fast deployment of a Minimum Viable Product (MVP) that can be expanded with ease. You can start globally within weeks and easily scale as you grow, paying as you expand. *Check out a quick explanation of the platform before scheduling a demo with us on: basen.net*

#9

What training and onboarding resources do you offer for our teams to get up to speed with your platform? Is there a training program or documentation available?

We offer flexible deployment options for its platform, including public clouds, private dedicated clouds, and hybrids. BaseN Platform operates with the same engineering principles and off-the-shelf hardware. We manage architecture, hardware, and project management during deployment and handle day-to-day operations, maintenance, and capacity planning. Our support provided includes assistance in starting, defining specifications, deploying together with customers or partners, and continuous support with real-time help systems. We collaborate with our customers to create suitable documentation for their own solutions.

#10

Can you provide references from other customers who have implemented your platform?

We serve customers in 80+ countries, with a proven track record of being the engine for managing millions of data points from countless sources, out of 12 data centers globally. Explore first 2 of our customer's use cases and see how we help them scale from our website home page: basen.net

"BaseN Platform has been more versatile and flexible compared to our previous provider, meeting my variable needs as a customer. I highly appreciate BaseN's skilled support and their commitment to keeping me informed about new platform features. I confidently recommend BaseN Platform services to others."

From our customer in the telecommunication industry

